

321—8.3(231) Long-term care resident's advocate/ombudsman duties.

8.3(1) *Program administration.* The department shall employ an individual (hereinafter called the resident's advocate/ombudsman) to administer the long-term care resident's advocate/ombudsman program in accordance with the requirements of the Act and Iowa Code chapter 231.

8.3(2) *Duties of the resident's advocate/ombudsman (also known as the state long-term care ombudsman).* In accordance with the Older Americans Act, the resident's advocate/ombudsman shall perform the following duties:

- a.* Identify, investigate and resolve complaints and grievances that are made by or on behalf of residents that may adversely affect the health, safety, welfare or rights of residents;
- b.* Administer the resident advocate committee system pursuant to these rules and assist the committees in the performance of their duties through training and technical assistance;
- c.* Monitor the development and implementation of federal, state and local laws, rules, regulations and policies that relate to long-term care facilities;
- d.* Provide information to the public and to state and local agencies about problems of persons in long-term care facilities;
- e.* Train long-term care facility staff in conjunction with training provided to resident advocate committee members;
- f.* Administer the volunteer long-term care ombudsman program;
- g.* Assist in the development of organizations to participate in long-term care;
- h.* Comment and make recommendations on administrative actions under consideration by an agency or authority which may affect residents in long-term care facilities;
- i.* Designate regional long-term care ombudsmen (hereinafter called designees) to perform any of the above duties; and
- j.* Approve certification for volunteer long-term care ombudsmen.